



******* High Priority *******

Service Alert Notification

SUBJECT: Claims Transmission to EDS

DATE: APRIL 9, 2009

First Coast Advantage/Apex Benefits Services has experienced a major system problem for transmissions scheduled for Wednesday, April 8, 2009. As a result, no professional claims could be transmitted to EDS for processing this weekend. APEX was able to send institutional claims for processing.

Apex is working on the issue to assure this does not occur with future transmissions. We apologize for any hardship this may have cause to your practice.

Thank you for your continued support.